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**COMMUNICATIONS  
GENERAL CORRESPONDENCE**

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**TORONTO PUBLIC LIBRARY BOARD MEETING – January 21, 2019**

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It is recommended that the Toronto Public Library Board:

1. receives Communication (a) from the Honourable Michael Tibollo, Minister, Tourism, Culture and Sport to Sue Graham-Nutter, Chair, Toronto Public Library Board dated December 7, 2018 expressing appreciation for her November 9, 2018 letter of welcome, for information.
2. receives Communication (b) from “M.F.” sent to Nancy Marshall, Library Board Officer, dated January 4, 2019 regarding the Library’s self-service initiative. This is representative of approximately 30 communications received between December 4, 2018 and January 10, 2019 regarding the Library’s self-service initiative.
3. receives Communication (c) from Nancy Marshall to “M.F.” dated January 9, 2019 in response to Communication (b) above. The same response was sent to the approximately 30 communications received regarding the Library’s self-service initiative.
4. receives Communication (d) from “M.F.” to Nancy Marshall dated January 10, 2019 in response to Communication (c) above. Other similar communications of support for the initiative, once understood, were received.

**Ministry of Tourism,  
Culture and Sport**

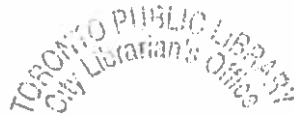
**Minister**

9th Floor, Hearst Block  
900 Bay Street  
Toronto, ON M7A 2E1  
Tel: 416 326-9326

**Ministère du Tourisme,  
de la Culture et du Sport**

**Ministre**

9<sup>e</sup> étage, édifice Hearst  
900, rue Bay  
Toronto (Ontario) M7A 2E1  
Tél. : 416 326-9326



DEC 14 2018



391-2018-473

December 7, 2018

Ms. Sue Graham-Nutter  
Chair  
Toronto Public Library Board  
789 Yonge Street  
Toronto, Ontario M4W 2G8

Dear Ms. Graham-Nutter:

Thank you for congratulating me on my recent appointment as Minister of Tourism, Culture and Sport. I am excited to take on this new role and to advance our government's priorities in these sectors.

Tourism, culture and sport are all important economic drivers. Ontario's culture sector supports hundreds of thousands of jobs and is a fundamental part of our quality of life and identity as Ontarians. I am pleased to lead a ministry that works to support innovation, foster creativity and honour our heritage.

I look forward to meeting with our many partners in the coming weeks and months to promote economic growth in Ontario and make these sectors even stronger. I appreciate your offer to meet to discuss public libraries in Ontario. Please contact my scheduler at 416-314-1400 regarding my availability.

Thank you again for writing to me.

Sincerely,

Michael Tibollo  
Minister

**Nancy Marshall**

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**From:** M [REDACTED]  
**Sent:** Friday, January 4, 2019 4:35 PM  
**To:** Nancy Marshall  
**Subject:** re staffkess libraries

It is very hard to believe that in this day and age of predators everywhere that you would really want to leave buildings unattended and without security? Who is making this kind of decision? Please invest in our security and safety. Libraries need leadership to further on site education. We have moved too far into being overtaken by machines. Please make intelligent and helpful decisions.

M [REDACTED]

**Nancy Marshall**

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**From:** Nancy Marshall  
**Sent:** Wednesday, January 9, 2019 2:03 PM  
**To:** 'M [REDACTED] F [REDACTED]'  
**Subject:** RE: re staffless libraries

Dear M [REDACTED] F [REDACTED]

Thank you for your email regarding our self-service initiative. I'm responding on behalf of the City Librarian, Vickery Bowles to provide some additional background on the service.

Toronto Public Library introduced self-service hours in addition to the existing staffed hours at Todmorden Room in November 2018. Self-service hours at Swansea branch, the second location where this service will be implemented will begin at the end of this month. We are not planning to expand the service beyond these two branches.

We are introducing this service as a part of our strategy to increase community access to library collections and spaces. Todmorden Room and Swansea are our two smallest branches (550 and 1,100 square feet respectively) and have the lowest amount of staffed hours, this initiative is an effective way to provide additional service and access at these two locations. Self-service options include picking up holds, borrowing and returning materials and access to wifi/public computers.

This initiative does not impact staffing levels at either branch. Library customers must register separately for the service in order to gain access to these branches during self-service hours. Due to the nature of how customers gain access to the space during self-service hours we have a log of customers in the space. We have also implemented a number of other safety features as a part of this service, including video monitoring of the spaces.

We've introduced this service in response to ongoing public feedback for more open hours. The self-service hours are only a small part of an ambitious open hours plan that will see an increase of an additional 58,000 staffed open hours annually at library branches across the city by 2022, pending budget approvals.

We have plans to evaluate the service after one year, including staff and public feedback.

Thank you for sharing your concerns with us and I hope this reply addresses those concerns.

Best regards,

*Nancy Marshall*

Nancy Marshall | Library Board Officer | City Librarian's Office  
Toronto Public Library | 789 Yonge Street | Toronto ON M4W 2G8  
T: 416-393-7215 / E: [nmarshall@torontopubliclibrary.ca](mailto:nmarshall@torontopubliclibrary.ca) #IMLIBRARYPEOPLE

**Nancy Marshall**

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**From:** M [REDACTED] F [REDACTED]  
**Sent:** Thursday, January 10, 2019 11:21 AM  
**To:** Nancy Marshall  
**Subject:** thank you

Greetings Nancy and thank you for the full explanation about the Library issue. We the public try to respond when groups ask for support on issues that raise safety issues. Your plan certainly describes how you took safety into consideration. I couldn't imagine an open library with people free to wander etc. It would be good if you put out this explanation when the decisions are made rather than create a space for the imagination to go wild.

[REDACTED]  
[REDACTED]  
Thank you again.

M [REDACTED]